

**USACE CHIEF INFORMATION OFFICER
COMMAND INSPECTION BALANCE SCORECARD**

No.	Role	Dimensions of Performance	Customer Satisfaction	Program Outcomes	Service Quality	Management Effectiveness and Efficiency	Quality of Work Life
		Performance Measurements					
1.	Focus Areas	% of items inventoried			X		
2.		% of pieces of property disposed from property book compared to the number of items inventoried items disposed			X		
3.		Actual expenditure of IT funds /2101 Basic Schedule.			X		
4.		Number of desktops more than 3 years old			X		
5.		% of MSC/District projects with return on investment > 50%			X		
6.		RMB's approval rate			X		
7.		Successful delivery of products or services			X		
8.		MSC/Districts Project meet budget amount.			X		
9.		Use CI01 Informaton Assurance Vulnerability Alert			X		
10.		# of known breaches per month after firewall installed			X		

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11.		# of known breaches per month before firewall installed			X		
12.		# of users complaints with regards to accessing information efficiently.			X		
13.		% of RMB business planning initiatives covered in IM/IT strategic management plan.			X		
14.		Degree that information technology architecture supports business fuctions.			X		
15.		% of dollars spent of budget spent on IT training.			X		
16.		% of IT workforce having received training in the past 12 months.			X		

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17.		Number of services/products offered post and prior realignments			X		
18.		Number of ongoing projects post realignments.			X		
19.		Amount of service and product delivery to customers measured by budgeted chargeback (or similar measure) divided by previous period prior to realignment.			X		
20.		Amount of time it takes IM to respond to a request for service.			X		
21.		Number of MSC unique IT initiatives captured in ITIPS			X		
22.		DIM's approval review and approval rate regarding MSC's IT initiatives			X		

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23.	Policy and Organization	% of FTE's supporting RBC related activities. Use actuals (CEFMS Military Funded FTE and OPM 113G reports)			X		
24.		% of budget allocated to RBC related activities			X		
25.		# of corporate lessons learned documented			X		
26.		% of District FTE's supporting Division-wide roles.			X		
27.		% adherence to consistency review results			X		
28.		% of MSC personnel that are satisfied with the CECI Liaison Divisions.					
29.	Leadership and Strategic Management	% of employee's performance ratings that are rated EXCELLENT meets 75% of more objectives.				X	
30.		% of employee's performance ratings that are rated EXCELLENT meets 25%-75% objectives.				X	

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31.		% of employee's performance ratings that are rated fails on one or more objectives				X	
32.		% of employee's performance ratings that are rated as needing improvement in one or more areas				X	
33.		Number of trips taken by leadership to other offices.				X	
34.		Number of staff meeting conducted in person within a 3 month period				X	
35.		Number of staff meetings conducted via teleconference within a 3 month period with subordinate C/IMs.				X	
36.		% of newsletters that are updated and disseminated to subordinates, C/IMs and IT professionals within a 3 month period.				X	
37.		% of status reports that are updated and disseminated to subordinates, C/IMs and IT professionals within a 1 month period.				X	

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38.		Number of staff participating in matrixed teams.				X	
39.		Number of matrixed teams supported by your staff.				X	
40.		Retention Rate				X	
41.		% of staff rewarded based on performance or special act.				X	
42.		% of staff getting special technical certifications				X	
43.		% of FTE's supporting RMB's.				X	
44.	Process/Change Management	Number of projects executed within budget. (assess quarterly percent of obligations against schedule).		X			

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45.		Degree of products or services that meet customer expectations.		X			
46.		Degree of products or services that exceed customer expectations.		X			
47.		Degree that information technology architecture supports business functions.		X			
48.		% of projects completed on time.		X			
49.		Number of major change or modernization initiatives		X			
50.		% of major change or modernization initiatives that the MSC is directly involved.		X			
51.	Program and Project Management	% of decrease in access times after implementation of IA (Note: A successfully implemented IA should allow users to access more data much faster).		X			
52.		% decrease in number of data items after implementation of IA (successfully implemented IA should standardize many data items and reduce overall number of data items)		X			

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53.		% of data items that are standardized within your MSC		X			
54.		% of data items that are implemented within AISs at your MSC.		X			
55.		% of data items stored in AISs that are documented and defined.		X			
56.		% of users of the Data Encyclopedia		X			
57.		% of PC-based automated information systems.		X			
58.		% of capabilities implemented versus planned (Note: This will reveal if transition is on schedule.)		X			
59.		% of customers who are familiar with the transition plan.		X			

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60.		% of customers who are familiar with the disaster recovery plan.		X			
61.		% of districts that have an appointed Visual Information Manager.		X			
62.		% increase in the number of customers of USACE Digital Visual Library from prior reporting period. (This will reveal if the system is value-add to customers.)		X			
63.	Acquisitions	The extent each command has migrated to the COE.				X	
64.		% of assets that compliant with the MSC common operating environment.				X	
65.		% of MSC functions that are outsourced.				X	
66.		Number of desktops more than 3 years old / all desktops				X	
67.		Average evaluation process time over last three years . This will show improvement or lack thereof.				X	

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68.		Average evaluation process time over last three years . This will show improvement or lack thereof.				X	
69.		Average award process time over last three years . This will show improvement or lack thereof.				X	
70.		Percent decreased in protests.				X	
71.		Average time between updates of website pages. (This will reveal if webpage policies and procedures are followed.)				X	
72.		Number of visitors to web site.				X	
73.		% of webpages that are follow agency standards				X	
74.		% of MSC that have a Web Site Manager?				X	
75.		Number of channels being used to make MSC-unique publications available				X	
76.		Average time to publish and print MSC-unique publications				X	

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77.		Number of publications that are distributed via email MSC-wide.				X	
78.		Number of publications that are made available via website.				X	
79.	Technical	% Degree the MSC's using the Army Enterprise Management System		X			
80.		% Degree of impacts of COTS packages DOD mandates		X			
81.		% Degree of systems that are currently interfaced with DOD Systems		X			
82.		% Degree of impact also that are currently interfaced with Army Systems		X			
83.	Performance Assessment	Inspection/Program schedule for subordinate units versus completion of schedule for previous period.	X				
84.		Inspection/Program schedule for subordinate units versus successful inspections.	X				

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85.		Number of quality awards won			X		
86.		Number of service problem calls to help desk	X				
87.		% of customer satisfaction	X				
88.		% MSC that have an Quality Management Process.			X		
89.		% MSC Quality Management Process that is interfaced into the IT/IM Plam			X		
90.		% MSC that is implementing quality standards			X		
91.	Capital Planning and Investment	% of ITIPS requirements that are met		X			

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92.		Number of performance measures defined and documented in your IT Plan		X			
93.		% of criteria that is in alignment with ITIPS requirements		X			
94.		% of employees satisfied with the ITIPS/CEFMS linkages.		X			
95		% of people that are aware pf the CCG		X			
96		% of people that find the CCG useful.		X			